Massachusetts Department of Public Health Office of Patient Protection

Number of Requests Received by Type and Health Plan (January 2002 – December 2002)

	Blue Cross &	Tufts	Harvard	Cigna	United	Fallon	Health New	Aetna/US
Appeal Type	Blue Shield		Pilgrim				England	Health Care
Behavioral Health	106	27	12	11	8	3	2	1
Cosmetic / Reconstructive	3	15	4		1			
Experimental	14	9		2	1	2	2	
Rehab Services	6	12	9				1	
Dental		7	3			2	1	
Pharmacy		5	5			1	1	
Durable Medical Equipment		6	1					
Inpatient	3	1	5	1	1			
Excluded Services					1			
Visual Services		1	1				2	
Infertility Care	2	6	3			1		
Diagnostic Services	1	1	1					1
Outpatient		2		1		2	1	1
Emergency Care					2			
Totals	135	92	44	15	14	11	10	3

Continue on next page.....



	Fortis	Ameritas	Neighbor-	American	Guardian	GE	Unicare	Value
Appeal Type	Benefits	Life	hood	Int'l Group		Group	GIC	Options
Behavioral Health	1		2			1		1
Cosmetic /								
Reconstructive								
Experimental								
Rehab Services	1							
Dental		2						
Pharmacy								
Durable Medical								
Equipment								
Inpatient	1						1	
Excluded Services				1				
Visual Services					1			
Infertility Care								
Diagnostic Services								
Outpatient								
Emergency Care								
Totals	3	2	2	1	1	1	1	1

